

# **State Performance Outcomes and County Performance Outcomes Report**

**May 2015**



**County of Los Angeles - Department of Mental Health  
Program Support Bureau - Quality Improvement Division**

**Robin Kay, Ph.D.  
Acting Director**

**February 2016**



# COUNTY OF LOS ANGELES—DEPARTMENT OF MENTAL HEALTH

## PROGRAM SUPPORT BUREAU

### QUALITY IMPROVEMENT DIVISION

#### STATE PERFORMANCE OUTCOMES AND COUNTY PERFORMANCE OUTCOMES REPORT MAY 2015



#### EXECUTIVE SUMMARY FEBRUARY 2016

**Robin Kay, Ph.D.**  
**Acting Director**

Twice annually, the County of Los Angeles Department of Mental Health (LACDMH) conducts consumer satisfaction surveys. The Mental Health Statistical Improvement Program (MHSIP) Survey is utilized and administered to consumers seen in randomly selected Outpatient Clinics. During the period of May 11 to May 15, 2015, surveys were collected from youth (ages 13-17) using the Youth Services Survey (YSS), from adults (ages 18–59) using the Adult Survey, and from older adults (ages 60 and older) using the Older Adult Survey. In addition, families of youth (ages 0-17) completed a survey for services received by their children using the Youth Services Survey for Families (YSS-F).

Out of 11,508 surveys returned during the Spring 2015 survey period 45.8% (N = 5,267) were from Adults, 6.6% (N = 762) from Older Adults, 32.4% (N = 3,727) from families of youth (YSS-F), and 15.2% (N = 1,752) from youth (YSS). Approximately 77.3% (N = 7,253) of the surveys were returned in English followed by 20.1% (N = 1,883) in Spanish, and 2.6% (N = 248) of the surveys were returned in additional languages such as Chinese, Tagalog and Vietnamese. The findings from this survey period indicate that language capacity is a strength for LACDMH, as over 93% of respondents reported having written materials available to them in their preferred language and over 96% reported receiving their services in their preferred language.

Among YSS-F and YSS, the highest mean score was for Perception of Quality and Appropriateness at 4.5 and 4.3, respectively (on a Likert scale of 1 to 5 with 5 representing the highest score). Among Adult and Older Adult surveys, the highest mean score was for General Satisfaction with 4.4 and 4.5 respectively (on a Likert scale of 1 to 5 with 5 representing the highest score).

The Substance Abuse and Mental Health Services Administration's (SAMHSA) recommended positive scoring of subscales is calculated as the percent respondents scoring 3.5 or above (Agree or Strongly Agree) on a 5 point Likert scale. The May 2015 MHSIP survey results show that among the YSS-F surveys, the County average is higher than the State and the US average on all subscales except for Perception of Functioning where the County average is the same as the State average at 74%. Among Adults, the County average is higher than the State and the US average on all subscales except for Perception of Functioning where the County average is the same as the State average at 70% and 1% lower than the US average.

Trending data from the past three survey periods reveals no significant changes in survey scores across the age groups. Satisfaction, access, and quality continue to be relative strengths. These numbers are consistent with state and national trends.



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**ANNUAL STATE PERFORMANCE OUTCOMES  
SUMMARY REPORT  
FOR THE SURVEY PERIOD OF  
May 11, 2015 – May 15, 2015**

**PART 1 – STATE PERFORMANCE OUTCOMES**

**BACKGROUND**

In compliance with the mandated State Performance Outcomes System, four consumer/family satisfaction surveys were administered in Outpatient Clinic and Day Treatment Programs in the eight Service Areas (SA) of the Los Angeles County Department of Mental Health (LACDMH) from May 11, 2015 to May 15, 2015. Part 1 summarizes the results of the four surveys that were administered to consumers/families who received face-to-face mental health care services in Outpatient Clinic and Day Treatment Programs during the survey period. The four surveys are:

1. Mental Health Statistics Improvement Program (MHSIP) Adult Survey (Ages 18 – 59 Years)
2. MHSIP Older Adult Survey (Ages 60 Years +)
3. Youth Services Survey (YSS; Ages 13 – 17 years)
4. Youth Services Survey – Family (YSS-F; Family Members of Consumers Ages 0 – 17 Years)

The results are summarized below by Overall Satisfaction mean and subscale mean for each Service Area (SA). A higher mean score indicates a better consumer perception of care for that subscale domain. Significance testing for Service Area and demographic differences was conducted and is reported below.

**DESCRIPTION OF THE STATE PERFORMANCE OUTCOME INSTRUMENTS**

The MHSIP Surveys used in the State of California are public domain instruments developed by a Task Force of the MHSIP Advisory Committee of the Federal Substance Abuse & Mental Health Services Administration (SAMHSA) and the Center for Mental Health Services (CMHS). The Task Force included mental health consumers, family members, researchers, providers, and representatives of Federal, State, and local mental health agencies. The MHSIP survey is designed to measure Overall Satisfaction and has seven (7) Subscales: Perception of General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, Perception of Outcomes, Perception of Functioning and Perception of Social Connectedness. The items for the subscales are measured on a five-point Likert Scale with 1 = Strongly Agree and 5 = Strongly Disagree.

**METHODOLOGY**

For the May 2015 survey period, a stratified cluster random sample of Short Doyle/Medi-Cal Outpatient Clinics and Day Treatment Programs was selected. Outpatient clinics were randomly selected within each Service Area (See Service Area Map on page 3) and organization type (directly operated clinics versus contracted clinics) by age group (Youth

versus Adults) to ensure adequate representation from each provider type and age group. Nearly one third of outpatient clinics were selected in the random sample to yield a statistically reliable sample size. Providers serving Older Adults were over sampled to yield a statistically reliable sample.

Surveys were printed and distributed to providers for data collection before the survey period. The surveys were also made available online on the Program Support Bureau – Quality Improvement Division (PSB-QID) website for providers to download and distribute to consumers during the survey period. Approximately two weeks before the survey period, survey training was conducted in each Service Area (SA) by the QID SA Liaisons to provide instructions for survey administration. These instructions were also made available on the PSB-QID website for providers who could not attend the training. The survey trainings were well attended by the providers.

Although no provider was excluded from collecting survey data, only the randomly selected providers were required to collect survey data. Nearly all the randomly selected providers participated in data collection and approximately 21% of consumers in these clinics during the survey period returned a survey.

Tests were conducted to evaluate any statistically significant difference in demographic characteristics of consumers from randomly selected providers who participated in the survey data collection and consumers from providers who were not selected. There were no such significant differences between the two groups. As a result the survey data analyzed in the current report can be interpreted as representative of consumers served in Short Doyle/Medical clinics during the survey period.

Maps for each survey type on the following four pages show number of surveys received by the randomly selected provider locations.

### **ELECTRONIC AVAILABILITY OF DATA**

Survey data by Legal Entity and Provider Numbers was distributed to SA-QI Liaisons for dissemination to the provider agencies in December 2015. This report is also available online at <http://psbqi.dmh.lacounty.gov/qi.htm>

**Map of the Los Angeles Metropolitan Area showing eight Service Areas (SA 1-8) and their constituent cities.**

**Service Areas and their constituent cities:**

- SA 1: Antelope Valley** (Lancaster, Palmdale)
- SA 2: San Fernando** (Agoura, Westlake Hills, Village, Calabasas)
- SA 3: San Gabriel** (Pasadena, San Marino, Arcadia, Temple, Windward, Baldwin, Covina, West, La Verne, Claremont, San Dimas, Azusa, Glendora, Duarte, Monrovia)
- SA 4: Metro** (Burbank, La Canada, Flintridge, Glendale, San Gabriel, San Marino, Arcadia, Temple, Windward, Baldwin, Covina, West, La Verne, Claremont, San Dimas, Azusa, Glendora, Duarte, Monrovia)
- SA 5: West** (Malibu, Santa Monica, Culver City, Inglewood, Hawthorne, Torrance, Redondo Beach, Palos Verdes Estates, Rancho Palos Verdes)
- SA 6: South** (Culver City, Inglewood, Hawthorne, Torrance, Redondo Beach, Palos Verdes Estates, Rancho Palos Verdes)
- SA 7: East** (Downey, Norwalk, La Brea, Santa Fe, Bellflower, Cerritos, Long Beach, Lakewood, Compton)
- SA 8: South Bay** (Santa Catalina Island, Avalon)

**Legend:**

- City of Los Angeles (White)
- Other Incorporated Cities (Light Blue)
- Unincorporated Areas (Light Green)
- Angeles National Forest (Dark Green)
- Service Area Boundary (Red)

**Scale:** 0 to 12 Miles

**North Arrow:** Points North

**Geographical Features:** Pacific Ocean, Santa Catalina Island, Angeles National Forest.

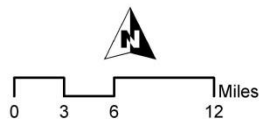
**Counties:** Kern County, Ventura County, San Bernardino County, Riverside County, Orange County.



# Number of MHSIP Surveys Returned by Provider Location - YSS Spring 2015



- SA 1: Antelope Valley
- SA 2: San Fernando
- SA 3: San Gabriel
- SA 4: Metro
- SA 5: West
- SA 6: South
- SA 7: East
- SA 8: South Bay

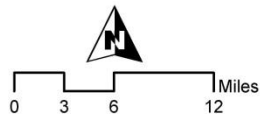


- City of Los Angeles
- Other Incorporated Cities
- Unincorporated Areas
- Angeles Nationa Forest
- Service Area Boundary

# Number of MHSIP Surveys Returned by Provider Location - Adults Spring 2015



- SA 1: Antelope Valley
- SA 2: San Fernando
- SA 3: San Gabriel
- SA 4: Metro
- SA 5: West
- SA 6: South
- SA 7: East
- SA 8: South Bay



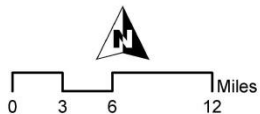
- City of Los Angeles
- Other Incorporated Cities
- Unincorporated Areas
- Angeles Natona Forest
- Service Area Boundary



# Number of MHSIP Surveys Returned by Provider Location - Older Adults Spring 2015



- SA 1: Antelope Valley
- SA 2: San Fernando
- SA 3: San Gabriel
- SA 4: Metro
- SA 5: West
- SA 6: South
- SA 7: East
- SA 8: South Bay



- City of Los Angeles
- Other Incorporated Cities
- Unincorporated Areas
- Angeles National Forest
- Service Area Boundary



## **SURVEYS RETURNED**

**TABLE 1.01: SURVEYS RETURNED AND COMPLETED**

Age Group	Total Surveys Returned		Percentage of Surveys Completed & Returned	
	count	percent	count	percent
Adults	5,267	45.8%	4,354	46.4%
Older Adults	762	6.6%	564	6.0%
YSS-F	3,727	32.4%	2,999	32.0%
YSS	1,752	15.2%	1,467	15.6%
Total	11,508	100.0%	9,384	100.0%

Table 1.01 shows that a total of 11,508 surveys were returned for all age groups that received face-to-face mental health services in LACDMH funded Clinic Outpatient and Day Treatment Programs during the survey period of May 11, 2015 to May 15, 2015. The highest percentage of surveys returned was 45.8% from Adults (ages 18 to 59) for a total of 5,267 surveys, followed by YSS-F at 32.4% for a total of 3,727 surveys, YSS surveys at 15.2% with a total of 1,752 surveys and Older Adults at 6.6% with a total of 762 surveys. Of the 11,508 surveys returned, 9,384 surveys were completed and 2,124 surveys reported a reason code for not completing the survey.

**FIGURE 1.01: SURVEYS RETURNED BY AGE GROUP AND SERVICE AREA**

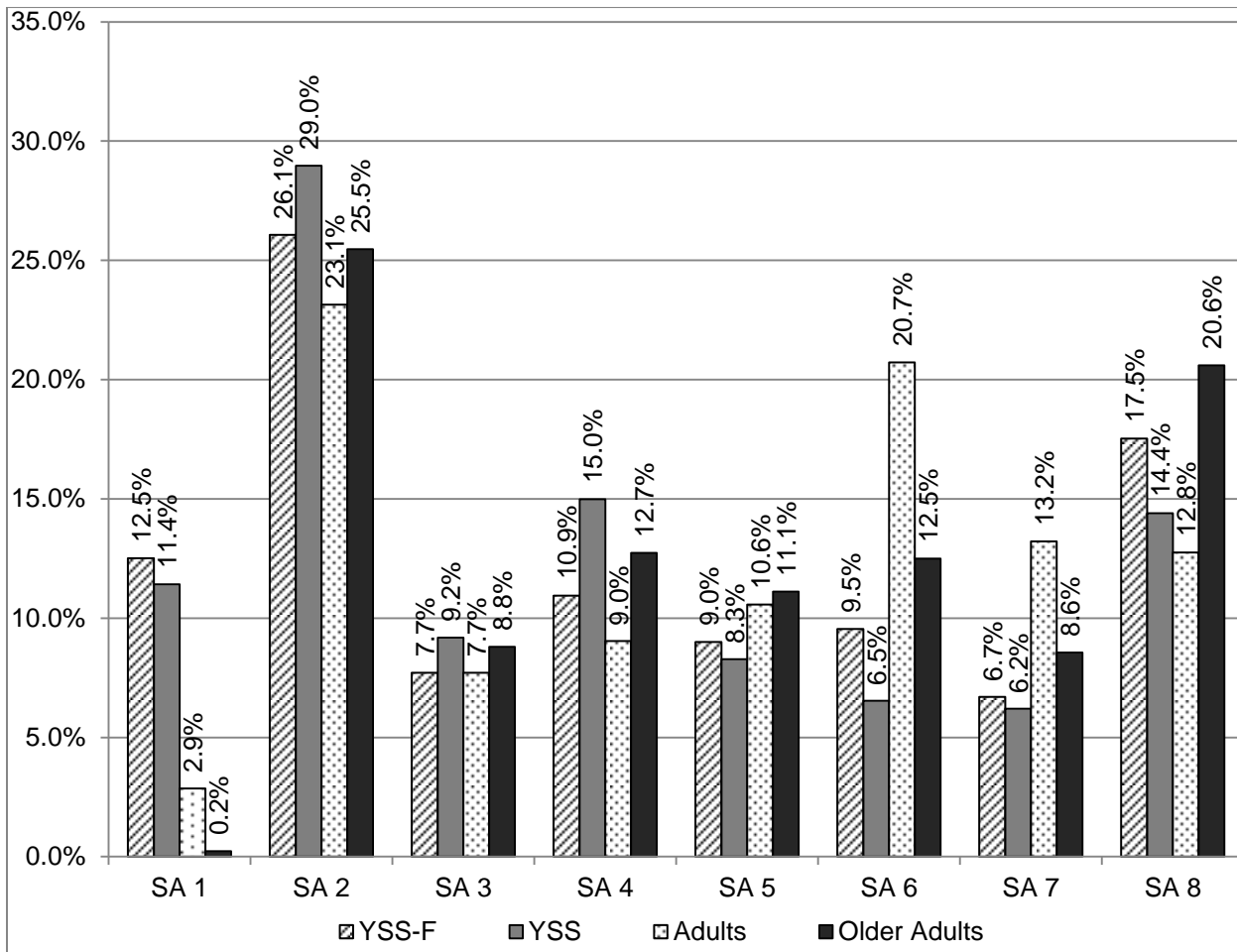
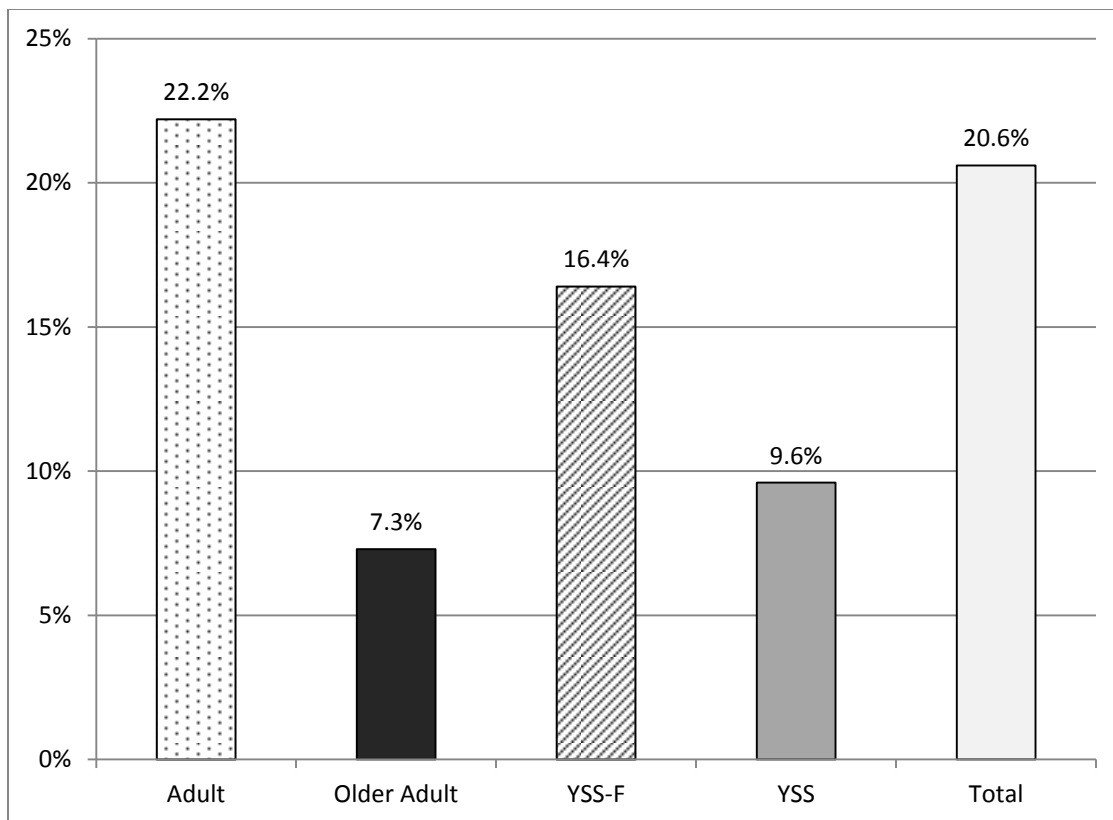


Figure 1.01 shows that SA 2 had the highest number of Surveys Returned from all age groups. SA 2 returned 29.0 % of YSS surveys, 23.1% of Adult surveys, 26.1% of YSS-F surveys, and 25.5% of Older Adult surveys.

## **SURVEYS COMPLETED**

**FIGURE 1.02: RESPONSE RATE FOR SURVEYS COMPLETED  
BY AGE GROUP**



Age Group	Surveys Completed		Total Unique Consumers Seen in OP* and DT* Programs During Survey Period	Response Rate
	Count	Percent		
Adult	4,343	46.4%	19,572	22.2%
Older Adult	564	6.0%	7,711	7.3%
YSS-F (0 – 17)	2,999	32.0%	18,313	16.4%
YSS (13 – 17)	1,467	15.6%	15,317	9.6%
Total	9,384	100.0%	45,596**	20.6%

Note: \* OP = Outpatient, DT = Day Treatment. \*\* YSS consumers are not included in the Total because they are a subset of the YSSF consumers.

Figure 1.02 shows the May 2015 MHSIP Response Rate for Surveys Completed from randomly selected LACDMH funded Outpatient Clinic and Day Treatment Programs. The Response Rate for Surveys Completed was calculated by dividing the number of surveys completed by the number of consumers that received face-to-face services within randomly selected LACDMH funded Outpatient Clinic and Day Treatment Programs during the May survey period. The Total Response Rate for May 2015 MHSIP Survey was 20.6% (i.e. 9,384/45,596). Adults had the highest Response Rate at 22.2%, followed by YSS-F surveys at 16.4%. The Response Rate among YSS was 9.6%, and 7.3% among Older Adults.

**SURVEYS COMPLETED BY LANGUAGE AND ETHNICITY**

**FIGURE 1.03: SURVEYS COMPLETED BY LANGUAGE AND AGE GROUP**

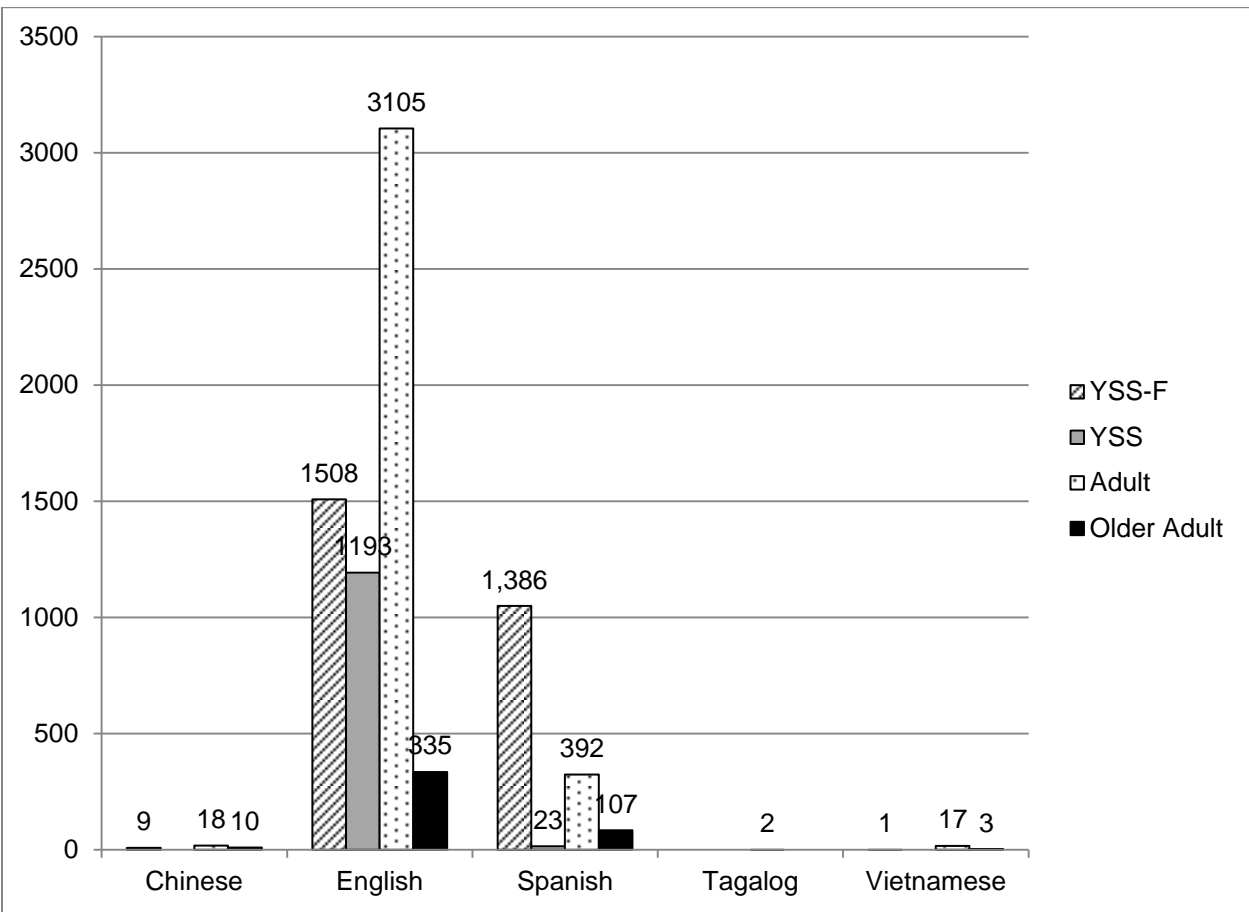


Figure 1.03 shows that the majority of consumers 7,656 or 79% completed surveys in English. A total of 1,908 or 19.7% completed surveys in Spanish. Most of the Spanish surveys were completed by the families of Youth (N = 1,386) followed by Adults (N = 392) and Older Adults (N = 107). Only 23 youth completed the YSS survey in Spanish.

A combined total of 116 or 1.2% of the surveys were completed in other languages such as Chinese (N = 75), Tagalog (N = 2) and Vietnamese (N = 39).

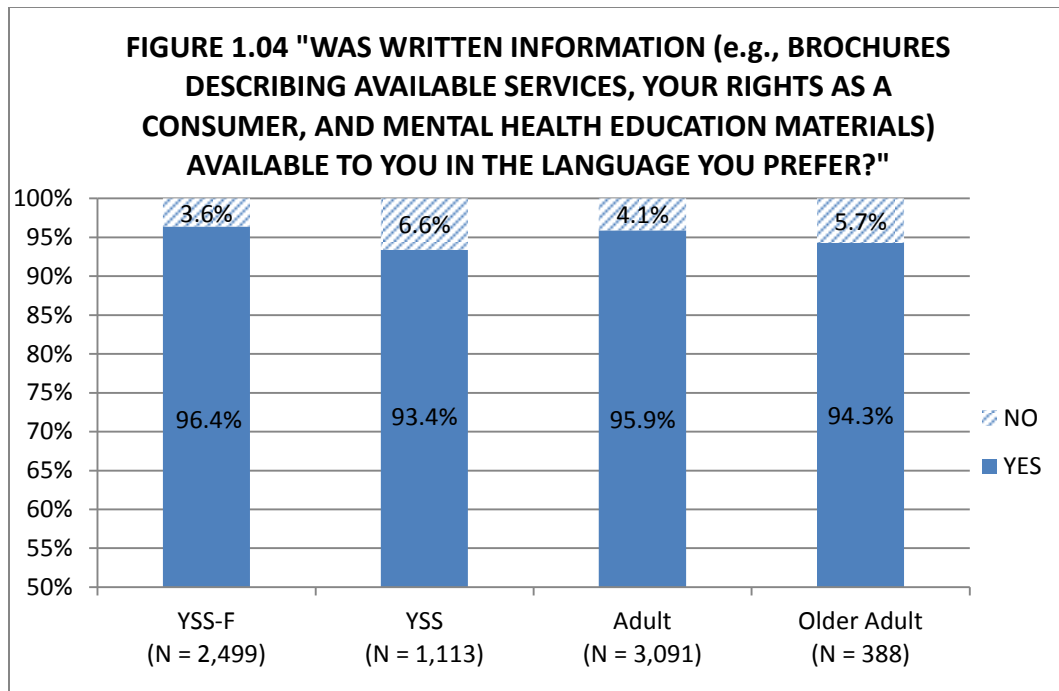


Figure 1.04 shows that across all age groups, over 93% of the respondents reported that they had written information available to them in the language they prefer and fewer than 7% did not.

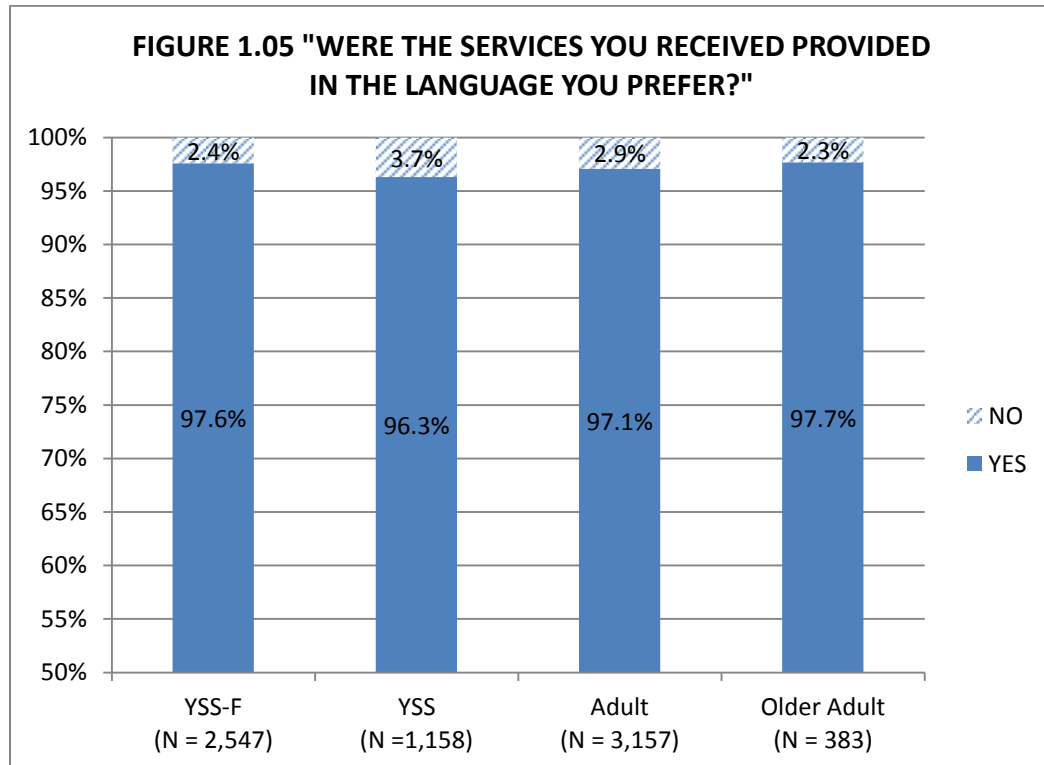


Figure 1.05 shows that across age groups, over 96% of the survey respondents reported that they received services in their preferred language and fewer than 4% did not.

## **SUMMARY**

The **9,384** completed surveys for this period are consistent with the total number completed from other recent survey periods and represent a significant percentage of clients seen in the sampled clinics during the week of the survey. Although the number of older adults surveyed in May was higher than the previous survey period, surveying this population continues to be difficult as most older adult services are received in the field where the surveys are not administered. Further efforts will continue to be undertaken to increase this response rate. Surveys continue to be completed primarily in English and Spanish. Although this survey period also included consumers who speak Tagalog, a more representative sample from those speaking other languages would be useful. As the surveys and accompanying materials are not available in many of Los Angeles's threshold languages, this limits the client population that can participate. This survey period indicates that language capacity is a relative strength for LACDMH, as over 93% of respondents reported having written materials available to them in their preferred language and over 96% reported receiving their services in their preferred language.

**TABLE 1.02: YSS-F - SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY**

YSSF	African American	Asian/ Pacific Islander	Latino	Native American	Other	White	Total
<b>SA 1</b>	88	4	154	15	68	107	436
<i>Percent</i>	20.2%	<b>0.9%</b>	35.3%	3.4%	<b>15.6%</b>	24.5%	100%
<b>SA2</b>	41	21	547	9	156	190	964
<i>Percent</i>	4.3%	2.2%	56.7%	<b>0.9%</b>	16.2%	19.7%	100%
<b>SA 3</b>	15	18	150	5	52	57	297
<i>Percent</i>	5.1%	<b>6.1%</b>	50.5%	1.7%	17.5%	19.2%	100%
<b>SA 4</b>	15	5	250	8	89	40	407
<i>Percent</i>	3.7%	1.2%	<b>61.4%</b>	2.0%	21.9%	<b>9.8%</b>	100%
<b>SA 5</b>	52	23	115	15	60	87	352
<i>Percent</i>	14.8%	6.5%	<b>32.7%</b>	<b>4.3%</b>	17.0%	<b>24.7%</b>	100%
<b>SA 6</b>	72	7	155	8	60	23	325
<i>Percent</i>	<b>22.2%</b>	2.2%	47.7%	2.5%	18.5%	7.1%	100%
<b>SA 7</b>	4	4	148	4	62	26	248
<i>Percent</i>	<b>1.6%</b>	1.6%	59.7%	1.6%	<b>25.0%</b>	10.5%	100%
<b>SA 8</b>	93	16	303	17	106	84	619
<i>Percent</i>	15.0%	2.6%	48.9%	2.7%	17.1%	13.6%	100%
<b>Total</b>	380	98	1822	81	653	614	3,648
<i>Percent</i>	10.4%	2.7%	49.9%	2.2%	17.9%	16.8%	100%

Note: Highest and lowest percentages are in bold.

Table 1.02 shows that for the YSS-F, African Americans completed the highest percentage of surveys in SA 6 at 22.2% compared to other SAs, Asian/Pacific Islanders in SA 5 at 6.5%, Latinos in SA 4 at 61.4%, Native Americans in SA 5 at 4.3%, Other ethnic group in SA 7 at 25.0%, and Whites in SA 5 at 24.7%.

**TABLE 1.03: YSS - SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY**

YSS	African American	Asian/Pacific Islander	Latino	Native American	Other	White	Total
SA 1	29	2	72	7	38	45	194
Percent	14.9%	<b>1.0%</b>	37.1%	3.6%	<b>20.1%</b>	<b>23.2%</b>	100%
SA2	28	21	270	9	137	83	565
Percent	<b>5.0%</b>	3.7%	47.8%	<b>1.6%</b>	27.3%	14.7%	100%
SA 3	21	8	75	12	38	29	200
Percent	10.5%	4.0%	37.5%	<b>12.0%</b>	21.5%	14.5%	100%
SA 4	26	8	128	7	72	22	274
Percent	9.5%	2.9%	46.7%	2.6%	30.3%	<b>8.0%</b>	100%
SA 5	24	8	48	5	41	27	152
Percent	15.8%	0.7%	<b>31.6%</b>	3.3%	<b>30.9%</b>	17.8%	100%
SA 6	24	4	55	7	29	11	133
Percent	<b>18.0%</b>	3.0%	41.4%	5.3%	24.1%	8.3%	100%
SA 7	2	4	64	4	33	11	123
Percent	1.6%	3.3%	<b>52.0%</b>	3.3%	<b>30.9%</b>	8.9%	100%
SA 8	42	16	99	17	62	26	268
Percent	15.7%	<b>6.0%</b>	36.9%	6.3%	25.4%	9.7%	100%
Total	196	64	811	68	450	254	1,843
Percent	10.6%	3.5%	44.0%	3.7%	24.4%	13.8%	100%

Note: Highest and lowest percentages are in bold.

Table 1.03 shows that for the YSS, African Americans completed the highest percentage of surveys in SA 6 at 18.0% compared to other SAs, Asian/Pacific Islanders in SA 8 at 6.0%, Latinos in SA 7 at 52.0%, Native Americans in SA 3 at 12.0%, Other ethnic group in SAs 5 and 7 at 30.9%, and Whites in SA 1 at 23.2%.



**TABLE 1.04: ADULT - SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY**

<b>Adult</b>	<b>African American</b>	<b>Asian/ Pacific Islander</b>	<b>Latino</b>	<b>Native American</b>	<b>Other</b>	<b>White</b>	<b>Total</b>
<b>SA 1</b>	44	2	24	8	11	27	116
<i>Percent</i>	37.9%	<b>1.7%</b>	20.7%	<b>6.9%</b>	<b>9.5%</b>	23.3%	100%
<b>SA2</b>	91	44	297	42	155	325	954
<i>Percent</i>	9.5%	4.6%	31.1%	4.4%	16.2%	34.1%	100%
<b>SA 3</b>	37	73	101	21	78	86	396
<i>Percent</i>	9.3%	<b>18.4%</b>	25.5%	5.3%	19.7%	21.7%	100%
<b>SA 4</b>	79	44	99	21	67	55	365
<i>Percent</i>	21.6%	12.1%	27.1%	5.8%	18.4%	15.1%	100%
<b>SA 5</b>	63	29	78	14	70	164	418
<i>Percent</i>	15.1%	6.9%	<b>18.7%</b>	3.3%	16.7%	<b>39.2%</b>	100%
<b>SA 6</b>	403	43	165	42	127	54	834
<i>Percent</i>	<b>48.3%</b>	5.2%	19.8%	5.0%	15.2%	<b>6.5%</b>	100%
<b>SA 7</b>	32	41	311	23	173	122	702
<i>Percent</i>	<b>4.6%</b>	5.8%	<b>44.3%</b>	3.3%	<b>24.6%</b>	17.4%	100%
<b>SA 8</b>	141	51	110	16	71	132	521
<i>Percent</i>	27.1%	9.8%	21.1%	<b>3.1%</b>	13.6%	25.3%	100%
<b>Total</b>	890	327	1,185	187	752	965	4,306
<i>Percent</i>	20.7%	7.6%	27.5%	4.3%	17.5%	22.4%	100%

Note: Highest and lowest percentages are in bold.

Table 1.04 shows that for the Adult surveys, African Americans completed the highest percentage of surveys in SA 6 at 48.3% compared to other SAs, Asian/Pacific Islanders in SA 3 at 18.4%, Latinos in SA 7 at 44.3%, Native Americans in SA 1 at 6.9%, Other ethnic group in SA 7 at 24.6%, and Whites in SA 5 at 39.2%.

**TABLE 1.05: OLDER ADULT - SURVEYS COMPLETED BY SERVICE AREA AND RACE/ETHNICITY**

<b>Older Adult</b>	<b>African American</b>	<b>Asian/Pacific Islander</b>	<b>Latino</b>	<b>Native American</b>	<b>Other</b>	<b>White</b>	<b>Total</b>
<b>SA 1</b>	2	2	0	0	2	2	8
<b>Percent</b>	25.0%	<b>25.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>25.0%</b>	<b>25.0%</b>	100%
<b>SA2</b>	10	7	25	2	16	53	113
<b>Percent</b>	8.8%	6.2%	22.1%	1.8%	14.2%	<b>46.9%</b>	100%
<b>SA 3</b>	2	9	11	1	4	15	42
<b>Percent</b>	4.8%	21.4%	26.2%	2.4%	<b>9.5%</b>	35.7%	100%
<b>SA 4</b>	14	4	30	2	15	9	74
<b>Percent</b>	18.9%	5.4%	40.5%	2.7%	20.3%	12.2%	100%
<b>SA 5</b>	10	0	12	5	7	25	59
<b>Percent</b>	16.9%	<b>0.0%</b>	20.3%	<b>8.5%</b>	11.9%	42.4%	100%
<b>SA 6</b>	28	3	16	3	6	3	59
<b>Percent</b>	<b>47.5%</b>	5.1%	27.1%	5.1%	10.2%	5.1%	100%
<b>SA 7</b>	1	1	22	1	8	14	47
<b>Percent</b>	<b>2.1%</b>	2.1%	<b>46.8%</b>	2.1%	17.0%	29.8%	100%
<b>SA 8</b>	16	9	16	3	13	32	89
<b>Percent</b>	18.0%	10.1%	18.0%	3.4%	14.6%	36.0%	100%
<b>Total</b>	83	35	132	17	71	153	491
<b>Percent</b>	16.9%	7.1%	26.9%	3.5%	14.5%	31.2%	100%

Note: Highest and lowest percentages are in bold.

Table 1.05 shows that for the Older Adult surveys, African Americans completed the highest percentage of surveys in SA 6 at 47.5% compared to other SAs, Asian/Pacific Islanders in SA 1 at 25.0%, Latinos in SA 7 at 46.8%, Native Americans in SA 5 at 8.5%, Other ethnic group in SA 1 at 25.0%, and Whites in SA 2 at 46.9%.

## **OVERALL SATISFACTION AND PERCEPTION OF CARE SUBSCALE DOMAINS**

**TABLE 1.06: ITEM MEASUREMENT FOR SUBSCALES BY AGE GROUP**

<b>YSS-F</b>	<b>YSS</b>	<b>Adult &amp; Older Adult Surveys</b>
General Satisfaction (6 items)	General Satisfaction (6 items)	General Satisfaction (3 items)
Access (2 items)	Access (2 items)	Access (6 items)
Quality (4 items)	Quality (4 items)	Quality (9 items)
Treatment (3 items)	Treatment (3 items)	Treatment (2 items)
Outcomes (6 items)	Outcomes (6 items)	Outcomes (8 items)
Functioning (5 items)	Functioning (5 items)	Functioning (5 items)
Social Connectedness (4 items)	Social Connectedness (4 items)	Social Connectedness (4 items)

Table 1.06 shows the number of items that are included in each subscale. The seven (7) subscales are measured on a 5 Point Likert scale with 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided (for YSS-F and YSS) and I am Neutral (for Adults and Older Adult surveys), 4 = Agree and 5 = Strongly Agree. The number of subscale items for YSS-F/YSS is different from the number of subscale items for Adult/Older Adult surveys. The total number of items for the overall satisfaction scale for YSS-F/YSS (N = 30) and Adult/Older Adult (N = 37) are different. Therefore, the mean score for each subscale cannot be compared between Adult/Older Adult surveys and the YSS-F/YSS. Scale reliability was assessed by calculating the Cronbach's coefficient alpha. Reliability estimates were greater than .70 in all subscales with the exception of Perception of Participation in Treatment Planning for the YSS, Adults, and Older Adults. This may be attributed to this subscale having only two (2) items.

Mean scores were calculated for all the seven subscales. For the mean scores, ratings of "not applicable" were set as missing values. In addition SAMHSA's Center for Mental Health Services (CMHS) recommends calculating the percent of scores greater than 3.5. (percent agree and strongly agree) for the subscales. Data for the State and US average is from California 2013 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System and is available only for YSS-F and the Adult survey. County data for May 2015 survey period is compared with the current available data for State and US Average for the 2013 survey period.

**TABLE 1.07: YSS-F - MEAN, STANDARD DEVIATION, AND PERCENTAGE OF RESPONDENTS SCORING 3.5<sup>1</sup> OR ABOVE ON SUBSCALE SATISFACTION DOMAINS**

Variable	N	Mean	SD	Percentage Scoring = > 3.5	State Average*	US Average*
Overall Satisfaction	2923	4.2	0.65	92.1%	N/A	N/A
General Satisfaction	2880	4.3	0.78	91.4%	88%	87%
Perception of Access	2836	4.3	0.79	92.5%	85%	85%
Perception of Quality and Appropriateness	2838	4.5	0.71	<b>96.7%</b>	<b>94%</b>	<b>94%</b>
Perception of Participation in Treatment Planning	2829	4.2	0.75	90.7%	86%	89%
Perception of Outcomes	2780	3.8	0.82	79.9%	<b>70%</b>	<b>68%</b>
Perception of Functioning	2767	3.9	0.81	<b>73.6%</b>	74%	70%
Perception of Social Connectedness	2761	4.2	0.74	91.6%	86%	87%

Note: <sup>1</sup> Variables for subscales coded on a 5 point Likert scale (1 = Strongly Disagree and 5 = Strongly Agree). Highest and lowest percentages are in bold. Data for the State and US average is from California 2013 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System.

**TABLE 1.08: YSS - MEAN, STANDARD DEVIATION, AND PERCENTAGE OF RESPONDENTS SCORING 3.5<sup>1</sup> OR ABOVE ON SUBSCALE SATISFACTION DOMAINS**

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	1372	4.0	0.67	83.5%
General Satisfaction	1345	4.1	0.82	82.5%
Perception of Access	1316	4.0	0.86	84.2%
Perception of Quality and Appropriateness	1306	4.3	0.77	<b>90.0%</b>
Perception of Participation in Treatment Planning	1329	3.9	0.78	77.7%
Perception of Outcomes	1502	3.8	0.76	76.2%
Perception of Functioning	1304	3.8	0.75	<b>71.5%</b>
Perception of Social Connectedness	1277	4.0	0.76	84.7%

Note: <sup>1</sup> Variables for subscales coded on a 5 point Likert scale (1 = Strongly Disagree and 5 = Strongly Agree). Highest and lowest percentages are in bold.

Tables 1.07 and 1.08 shows the mean scores for Overall Satisfaction for the YSS-F at 4.2 and for the YSS at 4.0. The mean score for subscales such as General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, and Perception of Social Connectedness were generally slightly lower for the YSS as compared with the YSS-F.

Across subscale satisfaction domains, the highest percentage of YSS-F respondents scoring 3.5 or above was for **Perception of Quality and Appropriateness** at 96.7%. The lowest percentage was for **Perception of Functioning** at 73.6%.

Across subscale satisfaction domains, the highest percentage of YSS respondents scoring 3.5 or above was for **Perception of Quality and Appropriateness** at 90.0%. The lowest percentage was for **Perception of Functioning** at 71.5%.

**TABLE 1.09: ADULT - MEAN, STANDARD DEVIATION, AND PERCENTAGE OF RESPONDENTS SCORING 3.5<sup>1</sup> OR ABOVE ON SUBSCALE SATISFACTION DOMAINS**

Variable	N	Means	SD	Percentage Scoring = > 3.5	State Average*	US Average*
Overall Satisfaction	3747	4.1	0.62	86.2%	N/A	N/A
General Satisfaction	3617	4.4	0.69	<b>91.7%</b>	<b>91%</b>	<b>89%</b>
Perception of Access	3635	4.3	0.69	88.9%	85%	86%
Perception of Quality and Appropriateness	3604	4.3	0.65	90.3%	89%	<b>89%</b>
Perception of Participation in Treatment Planning	3516	4.3	0.75	90.0%	79%	82%
Perception of Outcomes	3593	3.9	0.81	72.7%	69%	71%
Perception of Functioning	3396	3.8	0.89	<b>69.5%</b>	70%	71%
Perception of Social Connectedness	3375	3.9	0.88	73.8%	<b>68%</b>	<b>70%</b>

Note: <sup>1</sup> Variables for subscales coded on a 5 point Likert scale (1 = Strongly Disagree and 5 = Strongly Agree). Highest and lowest percentages are in bold. Data for the State and US average is from California 2013 Mental Health National Outcome Measures (NOMS): CMHS Uniform Reporting System.

**TABLE 1.10: OLDER ADULT - MEAN, STANDARD DEVIATION, AND PERCENTAGE RESPONDENTS SCORING 3.5<sup>1</sup> OR ABOVE ON SUBSCALE SATISFACTION DOMAINS**

Variable	N	Mean	SD	Percentage Scoring = > 3.5
Overall Satisfaction	469	4.2	0.61	88.7%
General Satisfaction	452	4.5	0.65	94.7%
Perception of Access	458	4.3	0.65	90.6%
Perception of Quality and Appropriateness	459	4.4	0.64	91.9%
Perception of Participation in Treatment Planning	448	4.4	0.64	<b>95.8%</b>
Perception of Outcomes	420	4.0	0.79	78.8%
Perception of Functioning	416	4.0	0.81	78.4%
Perception of Social Connectedness	408	4.0	0.88	<b>77.2%</b>

Note: <sup>1</sup> Variables for subscales coded on a 5 point Likert scale (1 = Strongly Disagree and 5 = Strongly Agree). Highest and lowest percentages are in bold.

In Tables 1.09 and 1.10, the mean score for Overall Satisfaction for Adult surveys was 4.1 and 4.2 for Older Adult surveys. The mean scores on the subscale domains were slightly higher for Older Adults compared to the mean scores for Adults.

Across subscale satisfaction domains, the highest percentage of Adult respondents scoring 3.5 or above was for **General Satisfaction** at 91.7%. The lowest percentage was for **Perception of Functioning** at 69.5%.

Across subscale satisfaction domains, the highest percentage of Older Adult respondents scoring 3.5 or above was for **Perception of Participation in Treatment Planning** at 95.8%. The lowest percentage was for **Perception of Social Connectedness** at 77.2%.

**TABLE 1.11: YSS-F – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS**

	Overall Satisfaction	General Satisfaction*	Perception of Access	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning*	Perception of Outcomes*	Perception of Functioning*	Perception of Social Connectedness*
<b>SA 1</b>	4.1 (91%)	4.2 (88%)	4.3 (91%)	4.5 (96%)	4.2 (87%)	3.7 (68%)	3.7 (63%)	4.2 (91%)
<b>SA 2</b>	4.2 (93%)	4.3 (92%)	4.4 (93%)	4.5 (97%)	<b>4.3</b> (93%)	<b>3.9</b> (76%)	3.9 (76%)	4.2 (92%)
<b>SA 3</b>	4.2 (90%)	4.3 (89%)	4.2 (92%)	4.5 (95%)	<b>4.3</b> (92%)	3.8 (72%)	3.8 (73%)	4.2 (91%)
<b>SA 4</b>	4.2 (94%)	4.2 (95%)	4.3 (95%)	4.5 (97%)	4.2 (89%)	<b>3.9</b> (81%)	<b>4.0</b> (81%)	4.1 (91%)
<b>SA 5</b>	4.3 (94%)	<b>4.4</b> (93%)	4.3 (91%)	<b>4.7</b> (98%)	<b>4.3</b> (93%)	<b>3.9</b> (79%)	3.9 (75%)	<b>4.3</b> (92%)
<b>SA 6</b>	4.1 (88%)	4.1 (88%)	4.2 (91%)	4.4 (96%)	4.1 (89%)	3.8 (72%)	3.8 (71%)	4.0 (90%)
<b>SA 7</b>	4.1 (87%)	4.2 (88%)	4.3 (90%)	4.3 (94%)	4.1 (87%)	3.7 (70%)	3.8 (69%)	4.2 (93%)
<b>SA 8</b>	4.2 (93%)	4.3 (93%)	4.4 (93%)	4.5 (98%)	<b>4.3</b> (93%)	3.8 (74%)	3.9 (72%)	4.2 (92%)
<b>Average<sup>1</sup></b>	4.2 (92%)	4.3 (91%)	4.3 (92%)	4.5 (96%)	4.2 (92%)	3.8 (75%)	3.9 (74%)	4.2 (93%)

Note: \* Significant differences by Service Area at  $p \leq 0.05$ . Highest means are in bold for statistically significant Differences. <sup>1</sup> Average percent differs slightly from Table 1.07 due to missing data by Service Area.

**TABLE 1.12: YSS – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS**

	Overall Satisfaction	General Satisfaction*	Perception of Access*	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning*	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
<b>SA 1</b>	4.0 (84%)	4.1 (85%)	3.9 (84%)	4.3 (94%)	3.9 (74%)	3.7 (73%)	3.8 (79%)	4.0 (87%)
<b>SA 2</b>	4.1 (87%)	<b>4.2</b> (86%)	4.1 (86%)	4.3 (90%)	<b>4.0</b> (82%)	3.8 (74%)	3.9 (75%)	4.1 (85%)
<b>SA 3</b>	3.9 (77%)	3.9 (76%)	3.8 (73%)	4.2 (87%)	3.7 (64%)	3.7 (65%)	3.8 (67%)	4.0 (80%)
<b>SA 4</b>	3.8 (74%)	3.9 (70%)	3.9 (75%)	4.0 (78%)	3.8 (83%)	3.7 (67%)	3.7 (64%)	3.9 (77%)
<b>SA 5</b>	4.0 (86%)	4.1 (81%)	4.1 (89%)	<b>4.4</b> (95%)	<b>4.0</b> (83%)	3.7 (68%)	3.8 (74%)	4.1 (88%)
<b>SA 6</b>	4.0 (82%)	4.0 (79%)	4.1 (88%)	4.2 (90%)	3.8 (75%)	3.8 (78%)	3.8 (76%)	3.9 (84%)
<b>SA 7</b>	4.1 (88%)	4.1 (90%)	<b>4.2</b> (91%)	<b>4.4</b> (97%)	<b>4.0</b> (77%)	3.8 (63%)	3.8 (65%)	4.1 (87%)
<b>SA 8</b>	4.0 (85%)	4.1 (86%)	4.0 (85%)	4.3 (92%)	<b>4.0</b> (82%)	3.7 (70%)	3.8 (71%)	4.0 (87%)
<b>Average<sup>1</sup></b>	4.0 (83%)	4.1 (82%)	4.0 (84%)	4.3 (90%)	3.9 (78%)	3.8 (71%)	3.8 (71%)	4.0 (85%)

Note: \* Significant differences by Service Area at  $p \leq 0.05$ . Highest means are in bold for statistically significant differences. <sup>1</sup> Average percent differs slightly from Table 1.08 due to missing data by Service Area.

**TABLE 1.13: ADULT - SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS**

	Overall Satisfaction	General Satisfaction*	Perception of Access	Perception of Quality and Appropriateness*	Perception of Participation in Treatment Planning	Perception of Outcomes*	Perception of Functioning	Perception of Social Connectedness
<b>SA 1</b>	4.1 (89%)	4.4 (93%)	4.3 (91%)	<b>4.4</b> (86%)	4.3 (85%)	3.9 (72%)	3.8 (69%)	3.9 (73%)
<b>SA 2</b>	4.2 (86%)	4.4 (91%)	4.3 (89%)	4.3 (90%)	4.3 (90%)	3.9 (75%)	3.9 (70%)	3.9 (74%)
<b>SA 3</b>	4.2 (88%)	<b>4.5</b> (95%)	4.3 (87%)	<b>4.4</b> (92%)	4.3 (91%)	<b>4.0</b> (75%)	3.9 (71%)	3.9 (74%)
<b>SA 4</b>	4.1 (87%)	4.3 (88%)	4.2 (87%)	4.3 (89%)	4.2 (89%)	<b>4.0</b> (78%)	3.9 (75%)	3.9 (77%)
<b>SA 5</b>	4.1 (86%)	<b>4.5</b> (92%)	4.3 (87%)	4.3 (91%)	4.3 (90%)	3.9 (73%)	3.9 (72%)	3.8 (70%)
<b>SA 6</b>	4.1 (86%)	4.4 (91%)	4.3 (90%)	4.3 (90%)	4.3 (89%)	3.9 (72%)	3.9 (69%)	3.9 (74%)
<b>SA 7</b>	4.2 (88%)	<b>4.5</b> (94%)	4.3 (89%)	<b>4.4</b> (91%)	4.3 (92%)	3.9 (73%)	3.8 (68%)	4.0 (79%)
<b>SA 8</b>	4.0 (82%)	4.4 (90%)	4.2 (88%)	4.2 (89%)	4.2 (87%)	3.8 (64%)	3.8 (62%)	3.8 (67%)
<b>Average<sup>1</sup></b>	4.1 (84%)	4.4 (88%)	4.3 (84%)	4.3 (88%)	4.3 (79%)	3.9 (65%)	3.9 (66%)	3.9 (65%)

Note: \* Significant differences by Service Area at  $p \leq 0.05$ . Highest means are in bold for statistically significant differences. <sup>1</sup> Average percent differs slightly from Table 1.09 due to missing data by Service Area.

**TABLE 1.14: OLDER ADULT SURVEY – SUBSCALE DIFFERENCES BETWEEN SERVICE AREAS**

	Overall Satisfaction	General Satisfaction	Perception of Access	Perception of Quality and Appropriateness	Perception of Participation in Treatment Planning	Perception of Outcomes	Perception of Functioning	Perception of Social Connectedness
<b>SA 1</b>	3.2 (50%)	4.3(100%)	<b>5.0</b> (100%)	3.3 (50%)	<b>5.0</b> (100%)	3.7 (50%)	3.3(50%)	2.3 (50%)
<b>SA 2</b>	4.3 (92%)	4.5 (94%)	4.4 (92%)	4.4 (94%)	4.5 (97%)	4.1 (83%)	<b>4.2</b> (83%)	4.0 (76%)
<b>SA 3</b>	4.2 (95%)	<b>4.7</b> (97%)	4.4 (94%)	4.4 (97%)	4.5 (76%)	4.0 (76%)	3.9 (71%)	3.9 (78%)
<b>SA 4</b>	4.2 (86%)	4.6 (97%)	4.3 (89%)	4.4 (92%)	4.4 (95%)	4.0 (83%)	4.0 (76%)	3.9 (73%)
<b>SA 5</b>	4.2 (85%)	4.5 (92%)	4.4 (92%)	<b>4.5</b> (91%)	4.5 (98%)	4.1 (79%)	<b>4.2</b> (84%)	4.0 (80%)
<b>SA 6</b>	4.1 (84%)	4.4 (89%)	4.2 (87%)	4.2 (84%)	4.3 (93%)	4.0 (75%)	3.9 (73%)	4.0 (76%)
<b>SA 7</b>	<b>4.4</b> (94%)	<b>4.7</b> (100%)	4.5 (97%)	<b>4.5</b> (94%)	4.5 (97%)	<b>4.2</b> (85%)	<b>4.2</b> (91%)	<b>4.2</b> (80%)
<b>SA 8</b>	4.2 (88%)	4.5 (97%)	4.2 (88%)	4.3 (92%)	4.3 (94%)	3.9 (72%)	3.9 (74%)	4.0 (78%)
<b>Average<sup>1</sup></b>	4.2 (89%)	4.5 (95%)	4.3 (91%)	4.4 (92%)	4.4 (96%)	4.0 (79%)	4.0 (78%)	4.0 (77%)

Note: Statistical tests between Service Areas were not conducted for Older Adult data due to small sample size.

Note: † = Number of Responses too low. N = 5. Highest means are in bold. <sup>1</sup> Average percent differs slightly from Table 1.10 due to missing data by Service Area.

## **SUMMARY OF SUBSCALE DIFFERENCES ON THE FOUR SURVEYS BETWEEN SERVICE AREAS**

### **YSS-F**

Among YSS-F, six of the seven subscales were significantly different across Service Areas, namely General Satisfaction (Highest Mean = SA 5), Perception of Quality and Appropriateness (Highest Mean = SA 5), Perception of Participation in Treatment Planning (Highest Mean = SAs 2, 3, 5, and 8), Perception of Outcomes (Highest Mean = SAs 2, 4, and 5), Perception of Functioning (Highest Mean = SA 4), and Perception of Social Connectedness (Highest Mean = SA 5).

### **YSS**

Among YSS, four of the seven subscales were significantly different across Service Areas, namely General Satisfaction (Highest Mean = SA 2), Perception of Access (Highest Mean = SA 7), Perception of Quality and Appropriateness (SAs 5 and 7), and Perception of Participation in Treatment Planning (Highest Mean = SA 2, 5, 7 and 8).

### **Adults**

Among Adult surveys, three of the eight subscales were significantly different across Service Areas, namely General Satisfaction (Highest Mean = SAs 3, 5 and 7), Perception of Quality and Appropriateness (Highest Mean = SAs 1, 3, and 7) and Perception of Outcomes (Highest Mean = SAs 3 and 4).

### **Older Adults**

Statistical tests across Service Areas were not conducted for Older Adult survey data due to small sample size.



## **MHSIP SUBSCALE COMPARISON BETWEEN APRIL 2014, NOVEMBER 2014, and MAY 2015 SURVEY**

**TABLE 1.15: YSS-F – SUBSCALE MEANS  
APRIL 2014 – MAY 2015**

	April 2014			November 2014			May 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	3,131	4.3	0.95	2,016	4.3	0.70	2,880	4.3	0.78
Perception of Access	3,131	4.3	0.88	1,998	4.3	0.79	2,836	4.3	0.79
Perception of Quality and Appropriateness	3,131	<b>4.5</b>	0.91	1,994	<b>4.5</b>	0.69	2,838	<b>4.5</b>	0.71
Perception of Participation in Treatment Planning	3,131	4.3	0.96	2,003	4.2	0.74	2,829	4.2	0.75
Perception of Outcomes	3,131	<b>3.9</b>	1.20	1,934	<b>3.9</b>	0.78	2,780	<b>3.8</b>	0.82
Perception of Functioning	3,131	<b>3.9</b>	1.22	1,925	<b>3.9</b>	0.77	2,767	3.9	0.81
Perception of Social Connectedness	3,131	4.2	1.19	1,928	4.2	0.70	2,761	4.2	0.74

Note: Highest and lowest means are in bold.

In May 2015, the highest mean score among YSS-F was for Perception of Quality and Appropriateness at 4.5. This was similar to mean scores for this subscale in April 2014 and November 2014.

**TABLE 1.16: YSS – SUBSCALE MEANS  
APRIL 2014 – MAY 2015**

	April 2014			November 2014			May 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	1,436	4.1	0.90	923	4.1	0.80	1,345	4.1	0.82
Perception of Access	1,436	4.1	0.98	908	4.0	0.87	1,316	4.0	0.86
Perception of Quality and Appropriateness	1,436	<b>4.3</b>	0.92	913	<b>4.3</b>	0.76	1,306	<b>4.3</b>	0.77
Perception of Participation in Treatment Planning*	1,436	4.0	0.97	922	3.9	0.79	1,329	3.9	0.78
Perception of Outcomes	1,436	<b>3.9</b>	0.99	902	<b>3.8</b>	0.77	1,307	<b>3.8</b>	0.76
Perception of Functioning	1,436	<b>3.9</b>	1.01	898	<b>3.8</b>	0.77	1,304	<b>3.8</b>	0.75
Perception of Social Connectedness	1,436	4.1	1.18	886	4.1	0.74	1,277	4.0	0.76

Note: Highest and lowest means are in bold.

In May 2015, the highest mean score among YSS was for Perception of Quality and Appropriateness at 4.3. This was similar to mean scores for this subscale in April 2014 and November 2014.

**TABLE 1.17: ADULT SURVEY – SUBSCALE MEANS  
2014 – 2015 SURVEY PERIODS**

	April 2014			November 2014			May 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	3,602	<b>4.4</b>	0.70	2,793	<b>4.4</b>	0.67	3,617	<b>4.4</b>	0.69
Perception of Access	3,602	4.3	0.72	2,788	4.3	0.66	3,635	4.3	0.69
Perception of Quality and Appropriateness	3,602	4.3	0.68	2,758	4.3	0.62	3,604	4.3	0.65
Perception of Participation in Treatment Planning	3,545	4.3	0.73	2,727	4.3	0.73	3,516	4.3	0.75
Perception of Outcomes	3,531	3.9	0.86	2,710	<b>3.9</b>	0.82	3,593	<b>3.9</b>	0.80
Perception of Functioning	3,366	<b>3.8</b>	0.91	2,617	<b>3.9</b>	0.91	3,396	<b>3.9</b>	0.89
Perception of Social Connectedness	3,330	3.9	0.94	2,584	<b>3.9</b>	0.90	3,375	<b>3.9</b>	0.89

Note: Highest and lowest means are in bold.

In May 2015, among Adult survey respondents, the highest rated subscale was for General Satisfaction at 4.4. This was similar to mean scores for this subscale in April 2014 and November 2014.

**TABLE 1.18: OLDER ADULT SURVEY – SUBSCALE MEANS  
APRIL 2014 – MAY 2015**

	April 2014			November 2014			May 2015		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
General Satisfaction	314	<b>4.5</b>	0.71	238	<b>4.6</b>	0.59	452	<b>4.5</b>	0.65
Perception of Access	313	4.4	0.72	238	4.4	0.59	458	4.3	0.65
Perception of Quality and Appropriateness	314	4.4	0.85	229	4.4	0.59	459	4.4	0.64
Perception of Participation in Treatment Planning	306	4.4	0.68	225	4.4	0.67	448	4.4	0.64
Perception of Outcomes	284	<b>4.0</b>	0.82	216	<b>4.0</b>	0.80	420	<b>4.0</b>	0.79
Perception of Functioning	283	<b>4.0</b>	0.83	213	<b>4.0</b>	0.81	416	<b>4.0</b>	0.81
Perception of Social Connectedness	279	<b>4.0</b>	0.83	209	<b>4.0</b>	0.91	408	<b>4.0</b>	0.88

Note: Highest and lowest means are in bold.

In May 2015, among Older Adult survey respondents, the highest rated subscale was for General satisfaction at 4.5. This was similar to mean scores for this subscale in April 2014 and November 2014.

## MEDICATION AND SIDE EFFECTS – YSS-F AND YSS

**TABLE 1.19: YSS-F – ARE YOU ON MEDICATION FOR EMOTIONAL/BEHAVIORAL PROBLEMS? (N = 2398)**

	Yes	No	Total
SA 1	121	173	294
Percent	41.2%	58.8%	100%
SA 2	175	476	651
Percent	26.9%	73.1%	100%
SA 3	80	98	178
Percent	<b>44.9%</b>	55.1%	100%
SA 4	61	193	254
Percent	<b>24.0%</b>	76.0%	100%
SA 5	61	156	217
Percent	28.1%	71.9%	100%
SA 6	95	129	224
Percent	42.4%	57.6%	100%
SA 7	72	92	164
Percent	43.9%	56.1%	100%
SA 8	168	248	416
Percent	40.4%	59.6%	100%
Total	833	1565	2398
Percent	34.7%	65.3%	100%

Note: Highest and lowest percentages are in bold.

Table 1.19 shows that across all Service Areas, 34.7% of the YSS-F respondents reported that they were on medication for emotional/behavioral problems as compared with 65.3% that were not. SA 3, at 44.9%, the YSS-F respondents had the highest percentage reporting that they were on medication for emotional/behavioral problems as compared with the lowest percentage in SA 4 at 24.0%.

**TABLE 1.20: YSS-F – DID THE DOCTOR OR NURSE TELL YOU WHAT MEDICATION SIDE EFFECTS TO WATCH FOR? (N = 1068)**

	Yes	No	Total
<b>SA 1</b>	88	32	120
<b>Percent</b>	<b>73.3%</b>	26.7%	100%
<b>SA 2</b>	149	117	266
<b>Percent</b>	56.0%	44.0%	100%
<b>SA 3</b>	71	26	97
<b>Percent</b>	73.2%	26.8%	100%
<b>SA 4</b>	52	78	130
<b>Percent</b>	<b>40.0%</b>	60.0%	100%
<b>SA 5</b>	51	24	75
<b>Percent</b>	68.0%	32.0%	99%
<b>SA 6</b>	57	29	86
<b>Percent</b>	66.3%	33.7%	100%
<b>SA 7</b>	72	21	93
<b>Percent</b>	77.4%	22.6%	100%
<b>SA 8</b>	135	66	201
<b>Percent</b>	67.2%	32.8%	100%
<b>Total</b>	675	393	1068
<b>Percent</b>	<b>63.2%</b>	36.8%	100%

Note: Highest and lowest percentages are in bold.

Table 1.20 shows that for the YSS-F across all Service Areas, 63.2% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with 36.8% that did not. SA 1, at 73.3%, had the highest percentage reporting that: “The Doctor or Nurse had Told Them What Side Effects to Watch For,” as compared with the lowest percentage in SA 4 at 40.0%.

**TABLE 1.21: YSS – ARE YOU ON MEDICATION FOR EMOTIONAL/BEHAVIORAL PROBLEMS? (N = 1,135)**

	Yes	No	Total
<b>SA 1</b>	55	68	123
<i>Percent</i>	45%	55%	100%
<b>SA 2</b>	125	240	365
<i>Percent</i>	34%	66%	100%
<b>SA 3</b>	56	47	103
<i>Percent</i>	<b>54%</b>	46%	100%
<b>SA 4</b>	39	111	150
<i>Percent</i>	<b>26%</b>	74%	100%
<b>SA 5</b>	44	51	95
<i>Percent</i>	46%	54%	100%
<b>SA 6</b>	32	44	76
<i>Percent</i>	42%	58%	100%
<b>SA 7</b>	39	34	73
<i>Percent</i>	53%	47%	100%
<b>SA 8</b>	66	84	150
<i>Percent</i>	44%	56%	100%
<b>Total</b>	456	679	1135
<i>Percent</i>	40%	60%	100%

Note: Highest and lowest percentages are in bold.

Table 1.21 shows that across all Service Areas, 40% of the YSS respondents reported that they were on medication for emotional/behavioral problems as compared with 60% that were not. SA 3, at 54%, for the YSS, had the highest percentage reporting that they were on medication for emotional/behavioral problems as compared with the lowest percentage in SA 4 at 26%.

**TABLE 1.22: YSS – DID THE DOCTOR OR NURSE TELL YOU WHAT MEDICATION SIDE EFFECTS TO WATCH FOR? (N = 613)**

	Yes	No	Total
<b>SA 1</b>	42	30	72
<i>Percent</i>	58%	42%	100%
<b>SA 2</b>	102	68	170
<i>Percent</i>	60%	40%	100%
<b>SA 3</b>	35	37	72
<i>Percent</i>	49%	51%	100%
<b>SA 4</b>	26	43	69
<i>Percent</i>	<b>38%</b>	62%	100%
<b>SA 5</b>	34	20	54
<i>Percent</i>	62%	37%	99%
<b>SA 6</b>	29	18	47
<i>Percent</i>	62%	38%	100%
<b>SA 7</b>	29	15	44
<i>Percent</i>	66%	34%	100%
<b>SA 8</b>	57	28	85
<i>Percent</i>	<b>67%</b>	33%	100%
<b>Total</b>	354	259	613
<i>Percent</i>	58%	42%	100%

Note: Highest and lowest percentages are in bold.

Table 1.22 shows that for the YSS across all Service Areas, 58% reported that: “The Doctor or Nurse had told Them What Side Effects to Watch For,” as compared with 42% that did not. SA 8, at 67%, had the highest percentage reporting that: “The Doctor or Nurse had Told Them What Side Effects to Watch For,” as compared with the lowest percentage in SA 4 at 38%.

## **SUMMARY**

Trending data from the past three survey periods reveals no significant changes in survey scores across the age groups. Percent consumers reporting satisfaction with the subscale domains are consistent with state and national trends. The May 2015 MHSIP survey results show that among the YSS-F surveys, the County average is higher than the State and the US average on all subscales except for Perception of Functioning where the County average is the same as the State average at 74%. Among Adults, the County average is higher than the State and the US average on all subscales except for Perception of Functioning where the County average is the same as the State average at 70% and 1% lower than the US average. Satisfaction, access, and quality continue to be relative strengths for LACDMH.

**ANNUAL COUNTY PERFORMANCE OUTCOMES  
SUMMARY REPORT  
FOR THE SURVEY PERIOD OF  
May 11, 2015 – May 15, 2015**

**PART 2 – COUNTY PERFORMANCE OUTCOMES**

**BACKGROUND**

The County Performance Outcomes were developed in compliance with the County of Los Angeles Board of Supervisors requirements for Performance Outcomes for social service departments effective December 31, 2007. The LACDMH County Performance Outcomes were selected consistent with the State Performance Outcomes System by an interdisciplinary team of stakeholders that were created in 2007 and included representatives from directly operated and contracted providers, the Office of the Auditor-Controller, and other involved stakeholders. The LACDMH adopted the seven (7) recommended performance measures selected from the State Performance Outcomes surveys of the Mental Health Statistics Improvement Program (MHSIP for Adult, Older Adult, YSS-F, and YSS), in consideration of the following criteria: to support existing consumer/family initiatives and performance outcome measures; to reduce duplicative efforts for data collection; to analyze trends in survey results and, to create opportunities for partnering with providers for Quality Improvement purposes.

Part II summarizes the results of the seven (7) selected survey items as County Performance Outcomes from the MHSIP surveys. These surveys were administered in Outpatient Clinic and Day Treatment Programs. These data sets constitute County Performance Outcome and were administered in the eight (8) Service Areas in the County of Los Angeles from May 11, 2015 to May 15, 2015. The County Performance Outcome surveys for the four (4) age groups are described below:



# COUNTY PERFORMANCE OUTCOME SURVEYS

## YSS – F

- YSS - F {
- I felt my child had someone to talk to when he/she was troubled. (YSS-F, #5).
  - The location of services was convenient for me. (YSS-F, #8)
  - Services were available at times that were convenient for me. (YSS – F, #9)
  - Staff was sensitive to my cultural/ethnic background. (YSS – F, # 15)
  - My child gets along better with family members. (YSS – F, # 17)
  - My child is doing better in school and/or work. (YSS - F, # 19)
  - In a crisis, I would have the support I need from family or friends. (YSS – F, # 25)

## YSS

- YSS {
- I felt I had someone to talk to when I was troubled. (YSS, #5).
  - The location of services was convenient for me. (YSS, #8)
  - Services were available at times that were convenient for me. (YSS #9)
  - Staff was sensitive to my cultural/ethnic background. (YSS, #15)
  - I get along better with family members. (YSS, # 17)
  - I am doing better in school and/or work. (YSS, #19)
  - In a crisis, I would have the support I need from family or friends. (YSS, #25)

## ADULT

- ADULT {
- The location of services was convenient for me. (Adult, #4)
  - Staff was willing to see me as often as I felt necessary. (Adult, #5)
  - Services were available at times that were good for me. (Adult, #7)
  - Staff was sensitive to my cultural/ethnic background. (Adult, #18)
  - I deal more effectively with daily problems. (Adult, # 21)
  - I do better in school and/or work. (Adult, #26)
  - My symptoms are not bothering me as much. (Adult, #28)

## OLDER ADULT

- OLDER ADULT {
- The location of services was convenient for me. ( Older Adult, #4)
  - Staff was willing to see me as often as I felt necessary. (Older Adult, #5)
  - Services were available at times that were good for me. (Older Adult, #7)
  - Staff was sensitive to my cultural/ethnic background. (Older Adult, #18)
  - I deal more effectively with daily problems. (Older Adult, # 21)
  - I do better in school and/or work. (Older Adult, #26)
  - My symptoms are not bothering me as much. (Older Adult, #28)

The following four outcome measures are common to all four age-group surveys:

- The location of services was convenient for me.
- Services were available at times that were convenient/good for me/us.
- Staff was sensitive to my cultural/ethnic background.
- I/my child is/am doing better in school and/or work.

The following three outcome measures are common to the YSS-F and the YSS.

- My child/I had someone to talk to when troubled.
- My child/I get along better with family members.
- In a crisis, I would have the support I need from family or friends.

The following three outcome measures are common to the Adult and Older Adult surveys.

- Staff was willing to see me as often as I felt it was necessary.
- I deal more effectively with my daily problems.
- My symptoms are not bothering me as much.

The following tables and figures summarize the Follow-up Data County Performance Outcome results obtained during the May 2015 survey period.

#### **DATA ANALYSIS FOR COUNTY PERFORMANCE OUTCOME MEASURES**

**TABLE 2.01 AVERAGE PERCENTAGE STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES YSS-F AND YSS**

**May 2015**

Performance Outcome		YSS-F (N = 2,622)	Among Service Areas*		YSS (N = 1,226)	Among Service Areas*	
			Highest	Lowest		Highest	Lowest
1	I felt my child/I had someone to talk to when he/she/I was troubled.	90.5%	SA 2 91.7%	SA 1 86.7%	80.9%	SA 5 84.3%	SA 4 72.9%
2	Location of services was convenient for us/me.	91.0%	SA 4 94.4%	SA 5 87.5%	78.3%	SA 6 87.2%	SA 3 67.6%
3	Services were available at times that were convenient for us/me.	92.0%	SA 4 93.1%	SA 3 91.0%	81.1%	SA 5 90.2%	SA 3 71.7%
4	Staff were sensitive to my cultural/ethnic background.	<b>94.9%</b>	SA 8 97.1%	SA 7 91.3%	<b>81.5%</b>	SA 5 88.8%	SA 3 70.8%
5	My child/I gets along better with family members.	75.7%	SA 4 83.6%	SA 1 69.2%	66.3%	SA 1 71.4%	SA 3 57.6%
6	My child/I am doing better in school and /or work.	<b>69.7%</b>	SA 4 78.2%	SA 1 62.7%	<b>66.1%</b>	SA 3 72.6%	SA 8 61.0%
7	In a crisis, I would have the support I need from family or friends.	86.8%	SA 6 88.7%	SA 5 82.6%	76.5%	SA 7 83.1%	SA 4 68.6%

\*Highest and lowest percentage are in bold.

The YSS-F average percentages from highest to lowest were: (4) “Staff were sensitive to my cultural/ethnic background” at 94.9%; (3) “Services were available at times that were convenient” at 92.0%; (2) “Location of services was convenient” at 91.0%; (1) “I felt my child had someone to talk to when he/she was troubled” at 90.5%; (7) “In crisis I would have the support I need from family or friends” at 86.8%; (5) “My child gets along better with family members” at 75.7%; and (6) “My child is doing better in school and /or work” at 69.7%.

The YSS average percentages from highest to lowest were: (4) “Staff was sensitive to my cultural/ethnic background” at 81.5%; (3) “Services were available at times that were convenient” at 81.1%; (1) “I felt I had someone to talk to when I was troubled” at 80.9%; (2) “Location of services was convenient” at 78.3%; (1 (7) “In crisis I would have the support I need from family or friends” at 76.5%; (5) “I get along better with family members” at 66.3%; and (6) “I am doing better in school and/or work” at 66.1%.

**TABLE 2.02: AVERAGE PERCENTAGE STRONGLY AGREE OR AGREE WITH COUNTY PERFORMANCE OUTCOMES ADULT AND OLDER ADULT MHSIP SURVEYS**

**May 2015**

Performance Outcome		Adult Survey (N = 3,346)	Among Service Areas*		Older Adult Survey (N = 427)	Among Service Areas*	
			Highest	Lowest		Highest	Lowest
1	The location of services was convenient (Parking, Public Transportation, Distance, etc.)	82.5%	SA 5 85.1%	SA 8 75.1%	84.5%	SA 7 94.3%	SA 8 71.1%
2	Staff were willing to see me as often as I felt was necessary.	88.4%	SA 2 89.4%	SA 1 85.4%	89.0%	SA 7 94.3%	SA 6 78.9%
3	Services were available at times that were good for me.	<b>90.0%</b>	SA 1 92.7%	SA 4 87.7%	<b>94.1%</b>	SA 5 98.0%	SA 6 88.2%
4	Staff were sensitive to my cultural background (race, religion, language, etc.).	85.1%	SA 7 88.4%	SA 1 80.4%	87.6%	SA 5 91.5%	SA 7 81.3%
5	I deal more effectively with daily problems.	78.7%	SA 7 80.4%	SA 1 73.6%	83.5%	SA 7 90.9%	SA 8 72.6%
6	I do better in school and/or work.	<b>60.3%</b>	SA 1 66.7%	SA 8 55.0%	<b>64.2%</b>	SA 7 72.2%	SA 3 52.2%
7	My symptoms are not bothering me as much.	62.4%	SA 4 67.7%	SA 1 56.4%	73.7%	SA 7 80.7%	SA 3 65.6%

<sup>1</sup>Highest and lowest percentage are in bold.

\*\* SA 1 results are excluded due to small sample size of n = 1 for the seven county performance outcome questions.

Table 2.02 shows the percentage of Adult and Older Adult surveys that “Strongly Agree” or “Agree” with the seven (7) County Performance Outcome Measures.

The Adult survey average percentages from highest to lowest were: (3) “Services were available at times that were good for me” at 90.0%; (2) “Staff were willing to see me as often as I felt was necessary” at 88.4%; (4) “Staff were sensitive to my cultural background” at 85.1%; (1) “The location of services was convenient” at 82.5%; (5) “I deal more effectively with daily problems” at 78.7%; (7) “My symptoms are not bothering me as much” at 62.4%; and (6) “I do better in school and/or work” at 60.3%.

The Older Adult survey average percentages from highest to lowest were: (3) “Services were available at times that were good for me” at 94.1%; (2) “Staff were willing to see me as often as I felt was necessary” at 89.0%; (4) “Staff were sensitive to my cultural background” at 87.6%; (1) “The location of services was convenient” at 84.5%; (5) “I deal more effectively with daily problems” at 83.5%; (7) “My symptoms are not bothering me as much” at 73.7%; and (6) “I do better in school and/or work” at 64.2%.

**TABLE 2.03: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES AMONG THE YSS-F, YSS, ADULT, AND OLDER ADULT MHSIP SURVEYS**

**April 2014**

<b>Outcome Measure</b>	<b>YSS-F (N = 2,578)</b>	<b>YSS (N = 2,638)</b>	<b>Adult Survey (N = 2,891)</b>	<b>Older Adult Survey (N = 354)</b>	<b>Average for All Age Groups</b>
1. Location of services was convenient	90.5%	82.1%	82.3%	88.5%	85.9%
2. Services were available at times that were convenient	92.2%	81.0%	91.4%	94.5%	88.5%
3. Staff were sensitive to cultural/ethnic background	93.8%	85.7%	84.1%	89.2%	88.2%
4. Doing better in school and/or work	69.9%	68.4%	58.9%	66.0%	65.8%

**November 2014**

<b>Outcome Measure</b>	<b>YSS-F (N = 1,977)</b>	<b>YSS (N = 894)</b>	<b>Adult Survey (N = 2,743)</b>	<b>Older Adult Survey (N = 235)</b>	<b>Average for All Age Groups</b>
1. Location of services was convenient	89.0%	79.5%	83.7%	90.5%	85.7%
2. Services were available at times that were convenient	91.4%	83.2%	92.4%	96.1%	90.8%
3. Staff were sensitive to cultural/ethnic background	94.3%	84.5%	86.7%	91.7%	89.3%
4. Doing better in school and/or work	71.2%	68.4%	60.9%	71.3%	67.9%

**May 2015**

<b>Outcome Measure</b>	<b>YSS-F (N = 2,622)</b>	<b>YSS (N = 1,223)</b>	<b>Adult Survey (N = 3,346)</b>	<b>Older Adult Survey (N = 427)</b>	<b>Average for All Age Groups</b>
1. Location of services was convenient	91.0%	78.3%	82.5%	84.5%	84.1%
2. Services were available at times that were convenient	92.1%	81.1%	90.0%	94.1%	89.3%
3. Staff were sensitive to cultural/ethnic background	94.9%	81.5%	85.1%	87.6%	87.3%
4. Doing better in school and/or work	69.7%	66.1%	60.3%	64.2%	65.1%

Table 2.03 shows the four (4) County Performance Outcome Measures that were common to the YSS-F, YSS, Adult, and Older Adult surveys from April 2014 to May 2015. The four measures used a 5-point Likert Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral/Undecided, 4 = Agree, and 5 = Strongly Agree, and the percentages above reflect the number selecting either Agree or Strongly Agree. The measures across each age group were compared and a combined average for all age groups was computed.

**TABLE 2.04: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES****YSS-F**

<b>Outcome Measure</b>	<b>Apr-14</b>	<b>Nov-14</b>	<b>May-15</b>	<b>Average for all Three Survey Periods-YSS-F</b>
1. I felt my child/I had someone to talk to when He/She/I was troubled.	90.8%	91.4%	90.5%	90.9%
2. My child/I gets along better with family members.	76.2%	75.6%	75.7%	75.8%
3. In a crisis, I would have the support I need from family or friends.	87.3%	85.2%	86.8%	86.4%

**YSS**

<b>Outcome Measure</b>	<b>Apr-14</b>	<b>Nov-14</b>	<b>May-15</b>	<b>Average for all Three Survey Periods - YSS</b>
1. I felt my child/I had someone to talk to when He/She/I was troubled.	79.0%	83.8%	80.9%	81.2%
2. My child/I gets along better with family members.	70.2%	65.6%	66.3%	67.4%
3. In a crisis, I would have the support I need from family or friends.	81.0%	80.0%	76.5%	79.2%

Table 2.04 shows the average percentages between April 2014 and May 2015 for County Outcome Measures that were common only to YSS-F and YSS surveys.

For both YSS-F and YSS, the highest rated outcome measure in May 2015 was for “I felt my child had someone to talk to when he/she was troubled.” This was also the highest rated outcome measure in the last four survey periods.

**TABLE 2.05: COMPARISON OF COUNTY PERFORMANCE OUTCOME MEASURES  
ADULT**

<b>Outcome Measure</b>	<b>Apr-14</b>	<b>Nov-14</b>	<b>May-15</b>	<b>Average for All Three Survey Periods - Adults</b>
1. Staff was willing to see me as often as I felt was necessary.	84.8%	89.3%	88.3%	87.5%
2. I deal more effectively with daily problems.	78.7%	77.2%	78.7%	78.2%
3. My symptoms are not bothering me as much.	63.1%	62.5%	62.4%	62.7%

**OLDER ADULT**

<b>Outcome Measure</b>	<b>Apr-14</b>	<b>Nov-14</b>	<b>May-15</b>	<b>Average for All Three Survey Periods - Older Adults</b>
1. Staff was willing to see me as often as I felt was necessary.	90.8%	94.5%	89.0%	91.4%
2. I deal more effectively with daily problems.	82.1%	84.5%	83.5%	83.4%
3. My symptoms are not bothering me as much.	63.1%	73.3%	73.7%	70.0%

Table 2.05 shows the average percentages between April 2014 and May 2015 for County Outcome Measures that were common only to Adults and Older Adults.

For both Adult and Older Adult Surveys the highest rated Outcome Measure in May 2015 was “Staff was willing to see me as often as I felt necessary.” This was also the highest rated outcome measure in the last four survey periods.

**TABLE 2.06: RANK ORDER OF COUNTY OUTCOME MEASURES<sup>1</sup>**

Outcome Measure	May 2015	Nov 2014
Services were available at times that were convenient <sup>2</sup>	1	2
Staff were willing to see me as often as I felt necessary <sup>4</sup>	2	1
Staff were sensitive to cultural/ethnic background <sup>2</sup>	3	3
I felt my child had someone to talk to when he/she was troubled <sup>3</sup>	4	4
Location of services was convenient <sup>2</sup>	5	5
In a crisis I would have the support I need from family and friends <sup>3</sup>	6	6
I deal more effectively with daily problems <sup>4</sup>	7	7
My child/I get along better with family members <sup>3</sup>	8	8
Symptoms are not bothering me as much <sup>4</sup>	9	10
Doing better in school and/or work <sup>2</sup>	10	9

<sup>1</sup> Percentage "Strongly Agree" or "Agree"

<sup>2</sup> Outcomes for YSS-F, YSS, Adult, and Older Adult surveys

<sup>3</sup> Outcomes for YSS-F and YSS only

<sup>4</sup> Outcomes for Adults and Older Adults surveys only

## **SUMMARY**

The data for County Outcome Measures for LACDMH show a pattern of higher scores relating to perception of access, cultural sensitivity, and social connectedness, as compared to measures of outcomes and functioning. These trends are consistent with State and US data.



**Service Areas**

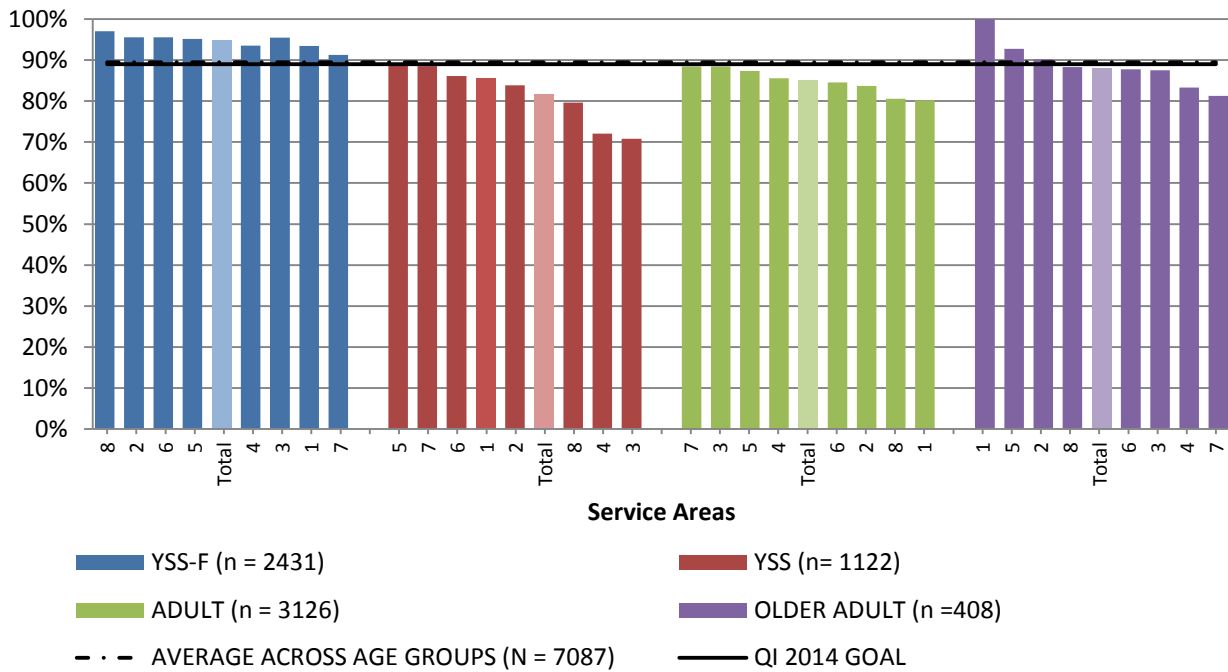
YSS-F (n = 2648)  
YSS (n = 1215)  
ADULT (n = 3321)  
OLDER ADULT (n = 443)  
AVERAGE ACROSS AGE GROUPS (N = 7627)  
QI 2014 GOAL

Service Area	YSS-F (%)	YSS (%)	ADULT (%)	OLDER ADULT (%)
4	94			
6	93			
7	91			
2	91			
Total	91			
8	91			
1	90			
3	88			
5	88			
6		87		
8		83		
7		82		
5		81		
2		79		
Total		79		
1		78		
4		73		
3		68		
6			86	
5			85	
2			84	
7			83	
Total			82	
1			82	
3			81	
4			79	
8			75	
1				100
7				94
3				91
2				90
6				87
Total				83
5				83
4				82
8				70

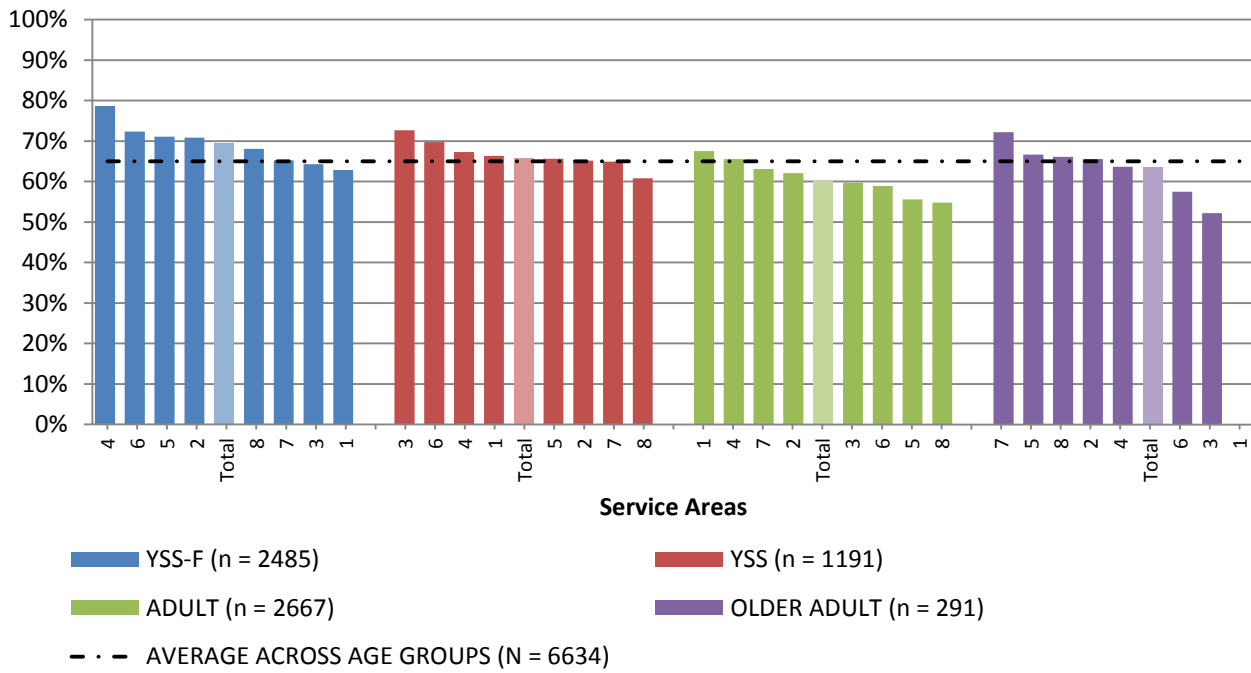
The chart displays the percentage of service areas meeting the QI 2014 goal for four age groups: YSS-F (n = 2650), YSS (n = 1217), ADULT (n = 3316), and OLDER ADULT (n = 437). The Y-axis represents the percentage from 0% to 100%. The X-axis lists service areas and totals for each group. A dashed line indicates the average across age groups (N = 7620), and a solid line indicates the QI 2014 goal.

Service Area	YSS-F (n = 2650)	YSS (n = 1217)	ADULT (n = 3316)	OLDER ADULT (n = 437)
4	92%			
2	92%			
5	92%			
Total	90%			
8	90%			
7	90%			
1	90%			
3	90%			
6	90%			
5		90%		
7		90%		
2		84%		
6		83%		
8		81%		
Total		81%		
1		79%		
3		72%		
4		69%		
1			92%	
2			90%	
7			90%	
Total			90%	
3			90%	
6			90%	
5			89%	
8			88%	
4			87%	
1				100%
3				96%
7				96%
4				96%
5				96%
Total				93%
2				93%
8				90%
6				88%

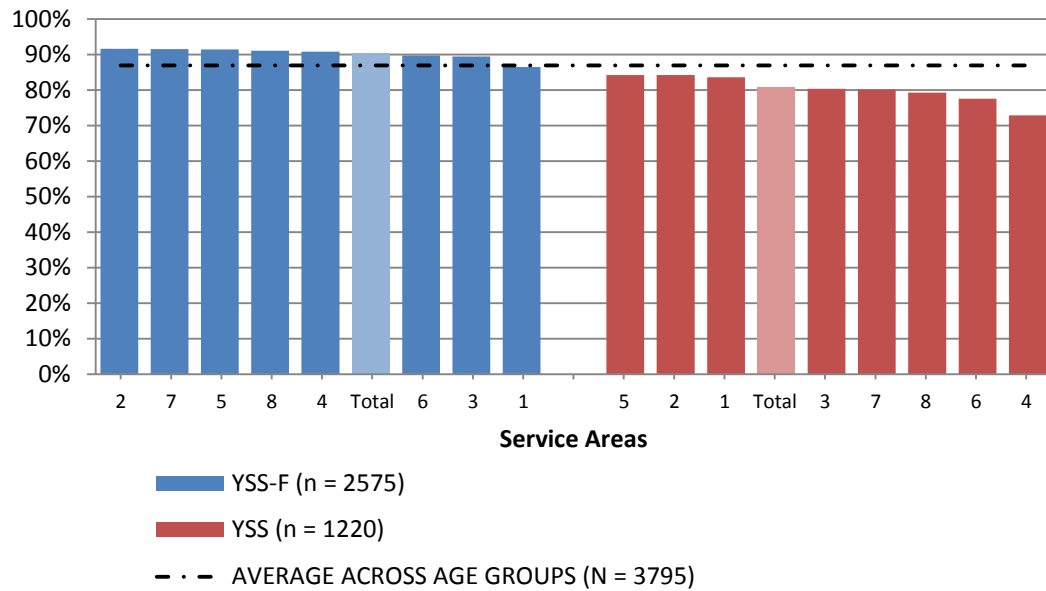
**Figure 2.03 "Staff Was Sensitive to My Cultural/Ethnic Background"**



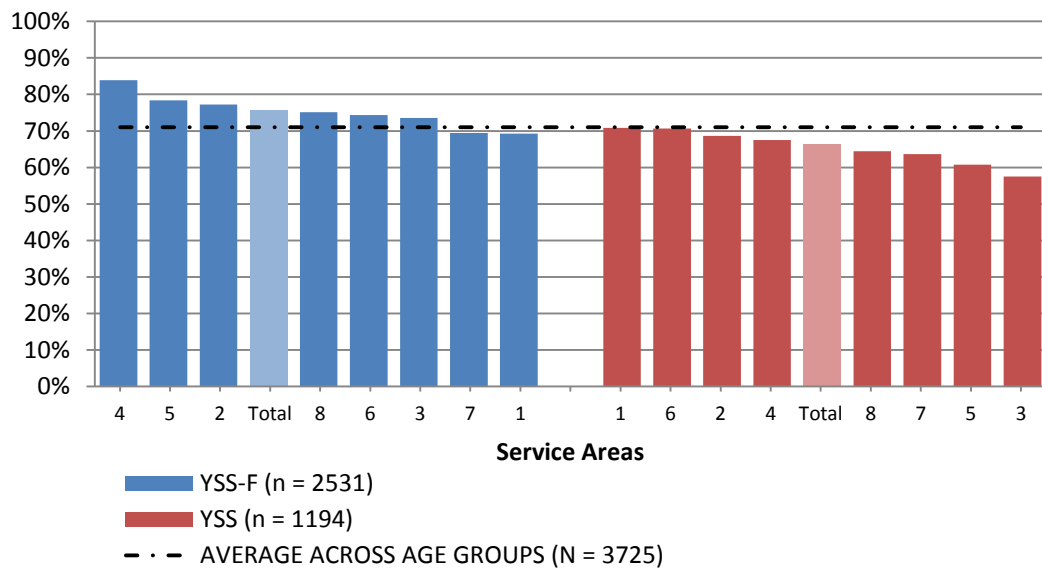
**Figure 2.04 "I/My Child is/am Doing Better in School and/or Work"**



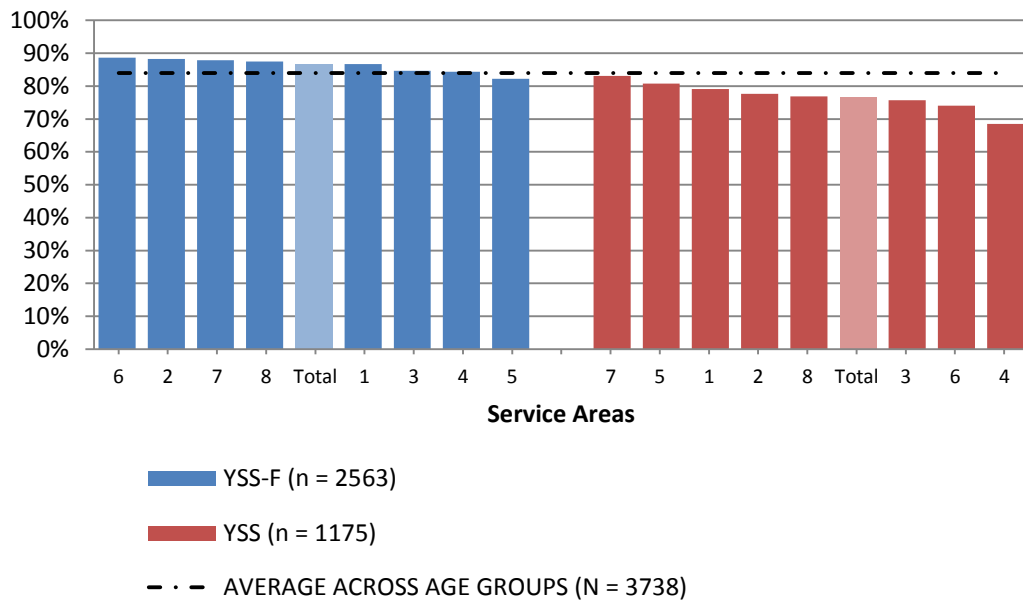
**Figure 2.05 "My Child/I Had Someone to Talk to When Troubled"**



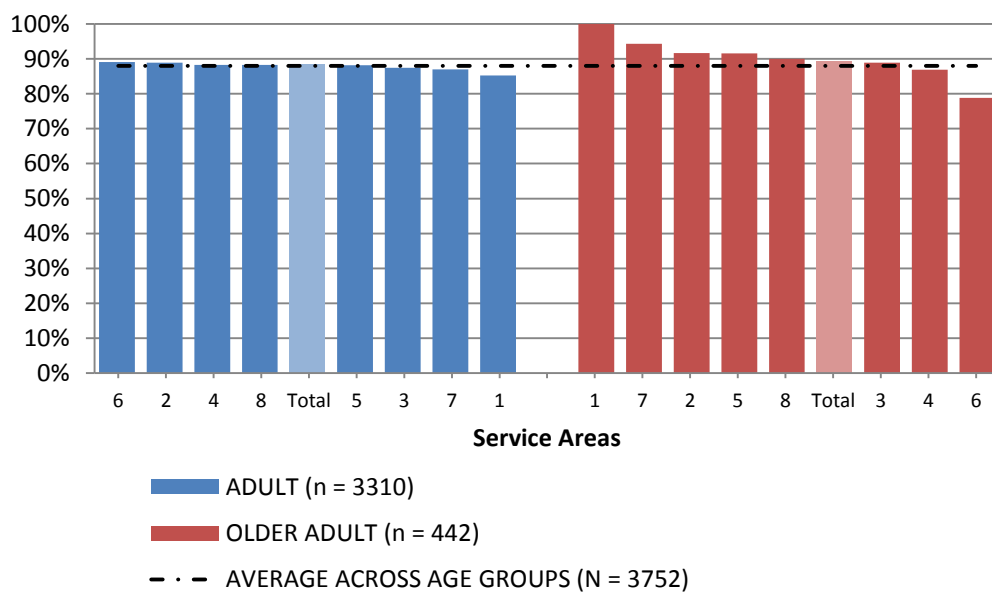
**Figure 2.06 "My Child/I Get Along Better with Family Members"**



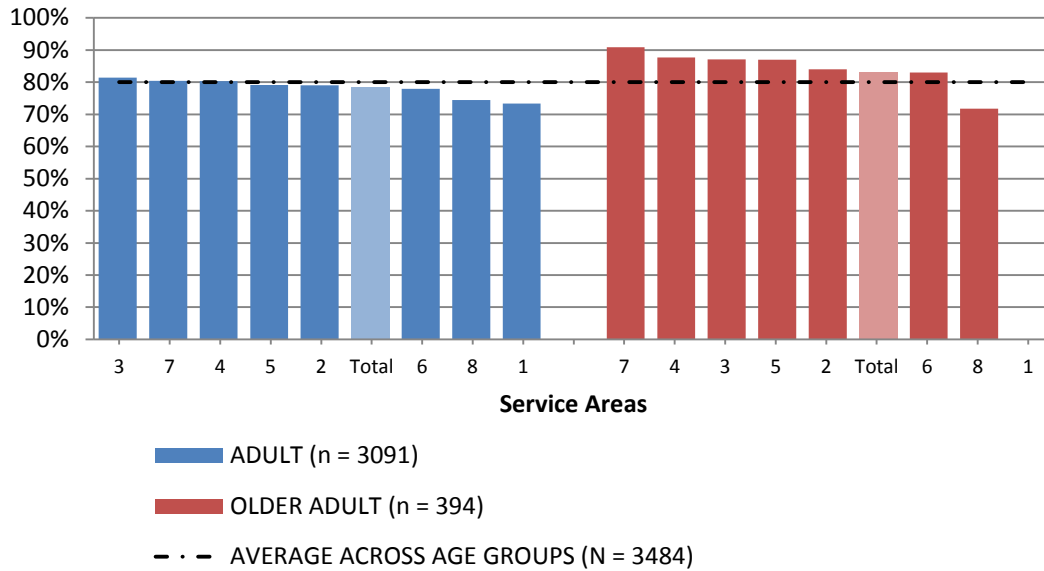
**Figure 2.07 "In a Crisis, I Would Have the Support I Need From Family or Friends"**



**Figure 2.08 "Staff Was Willing to See Me as Often as I Felt it Was Necessary"**



**Figure 2.09 "I Deal More Effectively with My Daily Problems"**



**Figure 2.10 "My Symptoms Are Not Bothering Me as Much"**

